

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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BRYCE YOKOMIZO
Director



Board of Supervisors

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Fifth District

February 3, 2004

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: **LEADER SYSTEM - QUARTERLY REPORT**
BOARD OF SUPERVISORS MOTION/SYNOPSIS #45 (MAY 20, 2003)

In my October 30, 2003 memo to your Board, I provided you with an update and informed you that I would resume sending quarterly reports to your Board on the LEADER System. The following is the report for the period of November 2003, through January 2004.

LEADER System Amendments

On November 18, 2003, your Board approved Amendment Number Seven to the LEADER Agreement. This amendment requested approval of the funding to implement Quarterly Reporting; to provide equipment at the Central Site to support Quarterly Reporting; and to provide Central Site Facilities Management/Operations required to support Electronic Benefit Transfer (EBT) Countywide.

The most significant event during this quarter was your Board's approval of Amendment Number Eight on January 27, 2004, which provides additional Application Software Modifications and/or Enhancements hours (M&E hours) to the LEADER Agreement. Your approval was contingent on receiving State and Federal approval; both of which were received on January 31, 2004. A copy of the approval letter was forwarded to the Executive Office of the Board.

Related to Amendment Number Eight, your Board approved a motion that instructed me to work with the Chief Information Officer (CIO) to determine an acceptable standard for Eligibility Determination/Benefit Calculation (ED/BC) response times; prepare an amendment to the LEADER Agreement for Board approval to include the response times and appropriate remedies should the response times not be achieved; return to your Board with an assessment of the LEADER System response times over the next six months; and finally request authorization of your Board to continue usage of the additional M&E hours, beyond the 8,000 hours per month for six months approved by your Board.

"To Enrich Lives Through Effective And Caring Service"

Actions in Response to Board Motion

My Department is working with the CIO and Unisys to determine acceptable standard LEADER System response times for ED/BC. We are also developing an implementation and training plan that will identify LEADER System changes, and operational improvements that should help to improve ED/BC response times. We intend to implement the LEADER System changes in late March and train all district staff prior to implementation so we can track the impact before and after these changes.

Substantial Compliance

As reported to your Board on October 30, we are on target to complete the final three substantial compliance items by April 2004. One of the three items, is ease of use. The other two are management reports for Welfare Fraud and the LEADER System.

LEADER System Availability

During this report period, the LEADER System exceeded a 99% system availability level. There have been no liquidated damages assessed against Unisys for this report period.

The next quarterly report will be submitted to you in May, 2004.

BY:rk

c: Chief Administrative Officer
County Counsel
Chief Information Officer
Internal Services Department
Executive Officer, Board of Supervisors